

DATE: January 11, 2013

## SPIRIT Nomination

Employee's Name: Bruce Tillman, Assistant Director of Public Services

Nominator's Name: Bo Mills

Since March 16, 1978 (35 years), Bruce Tillman has been the SPIRIT of Public Services.

**Service Excellence:** Bruce is such a hard worker in service to his fellow department members and to the residents of Germantown. His work ethic is amazing. He takes care of things immediately when he learns of an issue or a need. He automatically picks up the ball and runs with it until the point satisfaction is reached. He is a tremendous listener, often looked to for advice on work and non-work related issues. When a citizen has a need he listens, understands and acts. He never loses sight of the City's policies and procedures but uses every available strategy to address the request. He is creative, but more than that he is smart. He figures out alternatives to problems to reach the desired outcome. He is flexible in that he can adjust to any situation even frequent emergency situations to cost effectively and with efficiency address the problem.

**Producing "A+" Results:** Bruce manages the budgets of all of the Public Services cost centers. Including capital, this equates to over 18 million dollars in FY 13. There are six basic cost centers: Water, Sewer, Streets & Signs, Stormwater maintenance, Grounds and Animal control. There are normally capital projects in the water, sewer and general fund budgets. There are at least 8 contracts open and working throughout each budget cycle. Bruce manages all of these accounts. His depth of understanding of Public Works issues, through his 35 years of experience, gives him a great foundation upon which to evaluate programs, outcomes and expectations. He understands what is needed and puts into motion the people, material and processes to get the job done. The citizens appreciate his proactive approach. His leadership in the Animal Control division has brought about improved customer satisfaction and fewer customer issues.

**Initiative:** Bruce really excels in this category. He will get the job done! He knows what is on the horizon and begins work to complete the item long before the deadline arrives. Bruce assembles and presents our Department budgets each year. He has it down to a science. The justifications are real and accurate. The Business Plans are updated or changed to meet the current climate, goals and policies of the City. He does this without being asked. He knows it is time and gets it done early and in a format that makes it easy for Research and Budget to get it into the budget preparation documents. He does the majority of the writing and research for all of our Department's BMA agenda sheets. He is savvy regarding special events and sensitive situations. He doesn't avoid the situation he addresses it.

**Responsible:** Responsibility is something Bruce has never shied away from. He takes on responsibility. When key staff people are away or out for extended periods of time, Bruce takes on that person's responsibilities. If the Public Services division could be looked at as a wheel, he is the hub. All fiduciary responsibilities go through him. In all of the years I have worked with him he has always demonstrated fairness to internal and external customers. He truly looks to

provide the service requested rather than looking for ways to not provide the requested service. He will even do it himself if it seems trivial to others. Recently, a customer complained about our landscaping contractor leaving a few painted boards on the ROW. Bruce went out himself and picked them up. It wound up being two or three very small slivers from fence pickets. He took care of it. That is what he does is takes care of things.

**Innovative:** As the economy has suffered and caused declining revenues and therefore tightened budgets, Bruce has stepped up to find ways to maximize our output with diminished resources. He is certainly an out-of-the-box thinker always looking to do things differently, changing to meet the reality of the situation. He is the first to step up with a positive spin on proposed changes from administration, or just due to circumstances. He would say we have to keep doing what we do....provide great service...we just need to do it. If Bruce has a weakness it is in his personal professional development. He is so integral to our operation that he hardly ever is away from the office. Even to take his earned vacation.

**Teamwork:** Bruce is part of every team we have in Public Services. We are fairly small and divided into many different work groups; however, any team leader or team member for that matter is able to go to Bruce for help to accomplish the task. Often a certain material or a special tool is needed. The guys go to Bruce to facilitate this need. Bruce is respected by all of our vendors. Often he helps them understand our needs via telephone or email interaction. Coordination of the delivery of the material and payment of the invoice is an everyday occurrence for him. Bruce does believe in the chain of command and will suggest to the guys to go to their superintendent for items or with problems but is always good to follow up with that individual to be sure they got what, or the understanding, they sought. He will not let things float. He takes care of things immediately. This is ingrained into his being. He can't help it.

**In Summary:** The key to Bruce's success is his hard work, his intelligence and his knowledge. I appreciate him because he makes me and this Department look good. Not just occasionally, but every day. And the thing about it is....he never seeks acknowledgement. He prefers to stay in the background. For this reason in particular, I am proud to nominate him for the Germantown SPIRIT award. Maybe if he wins it will say thank you to him for his part in making this a GREAT City. The Germantown Vision 2020 document has as the City's Mission the following statement:

“Germantown City Government is financially sound and well governed. The City provides exceptional services, responsive to citizen's needs and top-quality facilities, parks and infrastructure.”

I can think of no one that aspires to this mission statement more than Bruce Tillman.

Respectfully submitted: Bo Mills, Director of Public Services